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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		<b>Application Number</b>	09/641,866
Date Submitted: <b>JUN - 1 2010</b>		<b>Filing Date</b>	8/18/2000
(use as many sheets as necessary)		<b>First Named Inventor</b>	Charles E. BERNASCONI
<b>Sheet</b>	1	<b>Art Unit</b>	3626
	of 1	<b>Examiner Name</b>	RAPILLO, Kristine K.
		<b>Attorney Docket Number</b>	087354-0108

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
	C1	6,587,822	07-01-2003	BROWN ET AL.	

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Documents	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)				

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
	C2	Aspect Telecommunications Announces Plans To Offer World Wide Web Solutions For Call Centers; New Web Interaction Capabilities For Agility Will Transform Call Centers Into Even More Powerful Customer Information Transaction Centers, Business Wire, September 19, 1995, <a href="http://thefreelibrary.com/">http://thefreelibrary.com/</a> /print/PrintArticle.aspx?id=17436173, 3 Sheets.	
	C3	TALX Corporation Releases TALXWare 8.1 Featuring State-of-the-Art Enhancements for Interactive Web and Interactive Voice Response, Business Wire, August 27, 1997, <a href="http://www.thefreelibrary.com/">http://www.thefreelibrary.com/</a> /print/PrintArticle.aspx?id+19701564, 2 Sheets.	
	C4	Web-On-Call Voice Browser Redefines Access To The Web; Organizations Can Now Extend Their Reach Beyond The Net, Business Wire, March 4, 1996, <a href="http://www.thefreelibrary.com/">http://www.thefreelibrary.com/</a> /print/PrintArticle.aspx?id+18052502, 2 Sheets.	
	C5	Copy of Office Action received in Application Serial No. 11/643,769 (087354-0110) on 4/27/2010 (20 pgs).	

<b>Examiner Signature</b>	/Kristine Rapillo/	<b>Date Considered</b>	02/11/2011
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